

2019 HE+ FURNACE PROGRAM MANUAL
SUMMARY OF CHANGES

Changes effective October 1, 2018

Chapter (first mention)	Topic	Revision/Update/Clarification	WX or WHEAP Focus
1	Liens/charges	Adding: HE+ Furnace Program services provided to an eligible household will never result in a property lien or charge to the customer unless fraud is identified.	<input checked="" type="checkbox"/> WX <input checked="" type="checkbox"/> WHEAP
1.1.3	Homes owned by business	Adding highlighted: Homes owned by a business (LLCs, Limited Partnerships, Corporations, etc.) are not eligible for HE+ Furnace Program services. Contact the HE+ Help Desk (heat@wisconsin.gov or 608-267-3680) for possible exceptions.	<input checked="" type="checkbox"/> WX <input checked="" type="checkbox"/> WHEAP
1.1.5b	Secondary heat source	Adding highlighted: WHEAP Agency referrals for Emergency and Non-Emergency HE+ Furnace Program services may be denied when: b. There is a secondary heating system capable of providing adequate heat to the dwelling throughout the entirety of the heating season. Exception: If the customer is using electric space heaters as a supplemental heating source, a referral shall be made to assess the primary heating system.	<input checked="" type="checkbox"/> WX <input checked="" type="checkbox"/> WHEAP
2.1	WHEAP Agency Response Requirements	Adding highlighted: The local WHEAP Agency is responsible for ensuring that applicants waiting for HE+ Furnace Program Emergency and Non-Emergency services have temporary heat, can be provided temporary heat, or are able to relocate. The WHEAP Agency is responsible for ensuring the health and safety of the household. Note: For Weatherization referrals, the Weatherization Agency is responsible for ensuring the health and safety of the household.	<input checked="" type="checkbox"/> WX <input checked="" type="checkbox"/> WHEAP
2.1.4	WHEAP System notes	Adding highlighted: 2.1.4 System Notes When entering initial referral notes for HE+ Furnace Program Services, the WHEAP worker shall include the following for each referral: 1) Emergency and Non-Emergency Referrals <ul style="list-style-type: none"> • Description of applicant's reported problem. • Type of proof used to verify ownership • Details as to whether the household has temporary heat, can be provided temporary heat or are able to relocate, as well as what steps were taken to ensure the health and safety of the residents. • NEW: The WHEAP worker shall ask the customer the following questions and document the answers in HE+ furnace application system notes: <ul style="list-style-type: none"> ○ Is there any moisture in the area where the heating system is located? ○ Is there a clear path to the heating system? ○ Is there anything in the home that may prevent the contractor from assessing the heating system? 2) Weatherization Referrals	<input type="checkbox"/> WX <input checked="" type="checkbox"/> WHEAP

Chapter (first mention)	Topic	Revision/Update/Clarification	WX or WHEAP Focus
		<ul style="list-style-type: none"> Name of Weatherization Agency worker who made the referral 	
2.2.3	WX System Notes	<p>Adding highlighted: 2.2.3 Weatherization Referrals (Wx-REF) Immediately upon acknowledging the Wx-REF by clicking “Update Furnace” the Weatherization worker shall enter all of the following information in HE+ Furnace Program system notes:</p> <ul style="list-style-type: none"> Type of proof used to verify homeownership Description of current heating system issues. Details as to why the heating system repair or replacement cannot be included as part of the weatherization of the home What steps were taken to ensure the health and safety of the residents (year round) and whether the household has temporary heat (during heating season). <p>The Weatherization Agency shall document in HE+ Furnace Program system notes a status update within seven business days of the WHEAP Agency Wx-REF.</p>	<input checked="" type="checkbox"/> WX <input type="checkbox"/> WHEAP
2.2.4	End of Program Year Referrals	<p>Adding highlighted: 2.2.4 End of Program Year HE+ Furnace Program Referrals An informational transmittal will be sent out to announce the deadline for completion of the current program year HE+ Furnace Program work and invoicing in the HE+ System. At that time the Division recommends that Weatherization agencies contact their WHEAP agencies with a ‘cut-off’ date for current program year HE+ Furnace Program referrals. This will ensure all outstanding HE+ Furnace Program jobs are finished and invoiced in time for the final extraction of the current program year. An early application for the upcoming program year may need to be taken by the WHEAP agency. (For more information on early applications, please consult the current WHEAP Operations Manual).</p>	<input checked="" type="checkbox"/> WX <input type="checkbox"/> WHEAP
3.1	WHEAP Eligibility	<p>Adding highlighted: Agencies shall ensure that proof of WHEAP program eligibility (signed certification page) is on file.</p>	<input type="checkbox"/> WX <input checked="" type="checkbox"/> WHEAP
3.1	WHEAP Eligibility	<p>Adding highlighted: Note: WHEAP agencies may be responsible for repayment of HE+ Furnace Program services if:</p> <ul style="list-style-type: none"> Homeownership is not verified in compliance with HE+ Furnace Program policy (excluding Wx-Refs). 	<input type="checkbox"/> WX <input checked="" type="checkbox"/> WHEAP

Chapter (first mention)	Topic	Revision/Update/Clarification	WX or WHEAP Focus
		<ul style="list-style-type: none"> HE+ Furnace Program services are completed before the household's HE+ Furnace Program eligibility has been determined in compliance with policy. <p>If the WHEAP agency becomes aware that either of the above actions has occurred, agencies shall contact the HE+ Help Desk (heat@wisconsin.gov) or 608-267-3680) before any further action is taken. The household shall not be held responsible for repayment in the above circumstances and program funds may not be utilized for these repayments.</p>	
3.1.1	Homeownership	<p>Adding highlighted:</p> <p>Note: All verification of ownership documentation must show a member of the household is the current homeowner (in the current program year). Verification documentation provided from previous years may not be used.</p>	<input checked="" type="checkbox"/> WX <input checked="" type="checkbox"/> WHEAP
3.3	Homeownership: Marital Law	<p>Adding highlighted:</p> <p>Note: Due to the complexity of the law, agencies shall contact the HE+ Help Desk (heat@wisconsin.gov or 608-267-3680) prior to basing homeownership on Wisconsin's Marital Property Law.</p>	<input checked="" type="checkbox"/> WX <input checked="" type="checkbox"/> WHEAP
3.3.1.3	Mobile or Manufactured Homeownership Verification	<p>Adding highlighted:</p> <p>3) If a customer resides in a mobile or manufactured home that is in a mobile home park or community (not on private property) and does not have a Certificate of Title, the agency is encouraged to work with the customer to obtain a title by completing the following steps:</p> <ul style="list-style-type: none"> Visit the DSPS website at: https://dsps.wi.gov/Pages/Programs/MH/Default.aspx and click 'forms' Print off the "Manufactured Home Title Application and Instructions" Have the customer complete the form and provide a check or money order for the amount due. Make a copy of the completed form and method of payment The Agency worker shall mail the form and payment on the customer's behalf to: State of Wisconsin DSPS - Manufactured Homes Unit P.O. Box 8935 Madison, WI 53708-8935 Inform the customer that it is their responsibility to provide the WHEAP agency with a copy of the title as soon as they receive it from DSPS and that failure to do so could result in the denial of future HE+ Furnace Program services. 	<input checked="" type="checkbox"/> WX <input checked="" type="checkbox"/> WHEAP

Chapter (first mention)	Topic	Revision/Update/Clarification	WX or WHEAP Focus
		<ul style="list-style-type: none"> Make notes in the HE+ Furnace Program system that detail the transaction <p>Upon mailing of the Certificate of Title application and payment a WHEAP referral can be made to the Weatherization Agency.</p>	
3.3.2.7	Tribal Homeownership	<p>Revised:</p> <p>When all other options have been exhausted, the agency may use a Tribal attestation of homeownership. A “Tribal Attestation of Homeownership” form is available on the HE+ website under “Furnace Program Documents.” A sample form is shown in Appendix E. The verification form must be signed and dated by a tribal official. The title and contact information of the tribal official who signed the paperwork shall also be noted in HE+ Furnace Program system notes.</p>	<input checked="" type="checkbox"/> WX <input checked="" type="checkbox"/> WHEAP
3.6.1	Deferral of services	<p>Adding highlighted:</p> <p>HE+ Furnace Program services may be deferred when any of the following situations prevent the repair or replacement of a heating system and/or any necessary collateral work:</p> <ul style="list-style-type: none"> There is a chemical or combustion hazard in the home, Access to work areas is restricted or blocked by clutter or other objects, There is a lead paint hazard in the home, Moisture and/or mold is present in the home, There is possible asbestos containing material in the home, The customer refuses or is unable to pay necessary contribution, The home is undergoing major remodeling, Repairs are needed to the home (structural, electrical, or other), There is sewage or animal feces present in the home, There are vermin or pests in the home, Other 	<input checked="" type="checkbox"/> WX <input type="checkbox"/> WHEAP
3.6.4	Denial of services	<p>Adding highlighted:</p> <p><u>3.6.4 Denial Of HE+ Furnace Program Services</u></p> <p>HE+ Furnace Program services shall be denied when:</p> <ul style="list-style-type: none"> The heating system is in an ineligible dwelling (see Chapter 3.5). The heating system is working and there is not a health and safety concern to the applicant household, There is a secondary heating system capable of providing adequate heat to the dwelling throughout the entirety of the heating season, 	<input checked="" type="checkbox"/> WX <input checked="" type="checkbox"/> WHEAP

Chapter (first mention)	Topic	Revision/Update/Clarification	WX or WHEAP Focus
		<p>Exception: If the customer is using electric space heaters as a supplemental heating source, a referral shall be made to assess the primary heating system.</p> <ul style="list-style-type: none"> • The customer/owner did not correct identified reasons for a deferral in the allotted time frame, • The applicant has altered the operation of the heating system or has mistreated the heating system so that the warranty is void, • Two or more documented appointments set by the grantee or contractor have been missed by the customer, <ul style="list-style-type: none"> ◦ Dates and times of appointments made and subsequently missed by the customer shall be added to HE+ Furnace Program system notes. • If the structure was originally designed and built for a use other than residential (e.g., manufacturing, commercial, worship) and has been converted to residential or is now being used as a residential building, the Weatherization Agency shall receive approval from the HE+ Help Desk (heat@wisconsin.gov or 608-267-3680) prior to proceeding with HE+ Furnace Program services (see Chapter 3.5.5), • The applicant did not reside in the home with the inoperable or unsafe heating system at the time the system failed or became unsafe, • The building is for sale or a final judgement of foreclosure has been signed by a judge. 	
3.6.4	Denial of services	<p>Adding highlighted: Reminder: Agencies shall not delete HE+ Furnace Program referrals from the system without prior approval from the Division. Contact the HE+ Help Desk (heat@wisconsin.gov or 608-267-3680).</p>	<input checked="" type="checkbox"/> WX <input checked="" type="checkbox"/> WHEAP
3.6.5.1	Denial requirements: WHEAP Agency	<p>Adding highlighted: 1) WHEAP Agency Requirements If the WHEAP Agency does not approve a HE+ Furnace Program referral due to the customer not meeting eligibility requirements, the WHEAP worker shall complete all the following steps:</p> <ul style="list-style-type: none"> • Provide the customer with a verbal denial (in person or over the phone) within 48 hours of the request or within 18 hours when there is a potentially life threatening situation, • Refer the customer to other local entities that may be able to assist, • Follow up with an agency-generated letter indicating the customer's request has been denied and explain the reason for the denial, • A copy of the letter shall be retained in the customer file, 	<input type="checkbox"/> WX <input checked="" type="checkbox"/> WHEAP

Chapter (first mention)	Topic	Revision/Update/Clarification	WX or WHEAP Focus
		<ul style="list-style-type: none"> Make HE+ System notes in the 'general' section detailing the customer's situation and why the referral was not made, Include the dates and times any contact was made with the customer. 	
3.6.5.1	Denial requirements: WHEAP Agency	<p>Adding highlighted:</p> <p>Note: If the WHEAP worker generates a furnace referral that is denied in the system due to lack of funds, the WHEAP worker shall immediately contact the Weatherization Agency to inform them the referral has been denied. The WHEAP worker shall update system notes to include who they with spoke with at the WX Agency about the denial. Denial of services notifications listed above still apply.</p>	<input type="checkbox"/> WX <input checked="" type="checkbox"/> WHEAP
3.6.5.2	Denial requirements: WX Agency	<p>Adding highlighted:</p> <p>2) Weatherization Agency Requirements</p> <p>If a dwelling/unit is determined ineligible for HE+ Furnace Program services during or after the initial heating system assessment, the Weatherization Agency shall complete all of the following steps:</p> <ul style="list-style-type: none"> Cease the provision of services, Provide the customer with a verbal denial (in person or over the phone) within 48 hours of the decision to deny or within 18 hours when there is a potentially life threatening situation. Refer the customer to other local entities that may be able to assist. Follow up with an agency-generated letter indicating the customer's request has been denied and explain the reason for the denial. A copy of the letter shall be retained in the customer file. Deny the referral in the HE+ System, <ul style="list-style-type: none"> If an assessment was done and needs to be paid for, the "Service Type" should be coded as "assessment only" using the SFAS code (see Chapter 7), If there is no charges to be attached to the job, the "Service Type" should be coded as "furnace denied by agency" using the FCDA code (see Chapter 7). Contact the WHEAP Agency to inform them of the denial, Provide the WHEAP Agency with a copy of the denial letter, Make HE+ Furnace Program system notes detailing the reason(s) for the denial. Include the dates and times any contact was made with the customer. 	<input checked="" type="checkbox"/> WX <input type="checkbox"/> WHEAP

Chapter (first mention)	Topic	Revision/Update/Clarification	WX or WHEAP Focus
4.1.1	General Responsibilities	Adding highlighted: 1) A Contact Information Form shall be completed by the local WHEAP Agency and the local Weatherization Agency detailing contact information and responsibilities assigned to the two agencies (or programs when housed within one agency) regarding the HE+ Furnace Program. Agencies shall use the form provided by DEHCR and the Weatherization Agency shall submit it electronically to the Division via the Help Desk by October 1st each year. The Contact Information Form is located on the HE+ website under “HE+ Furnace Program Documents”. Note: An updated Contact Information Form shall be submitted to the Division whenever a change has been made to any of the information contained in the document. The Weatherization shall submit the updated form.	<input checked="" type="checkbox"/> WX <input checked="" type="checkbox"/> WHEAP
4.1.15	General Responsibilities	Adding highlighted for clarity: 1) If a Non-Emergency Referral or Weatherization Referral occurs in late August or September and the furnace service work and invoicing will not be completed prior the deadline for completion of the current program year work, HE+ Furnace Program services shall be suspended to allow the WHEAP Agency to promptly assist the customer in completing an early application for the subsequent FFY. <ul style="list-style-type: none"> Once the customer’s eligibility is established for the upcoming FFY, a HE+ Furnace Program manual referral may be sent to the Weatherization Agency and the Weatherization Agency may resume the heating system service work. A sample manual referral form can be found on the HE+ website under “Furnace Program Documents”. 2) The previous referral shall be denied in the system. <ul style="list-style-type: none"> A denial letter does not need to be sent to the customer. 3) System notes shall be entered explaining the timeline of events. 4) See Chapter 2.2.4 for guidance on end of program year HE+ Furnace Program referrals. Note: If the customer’s eligibility status changes with the new FFY application and the customer is no longer WHEAP eligible, contact the HE+ Help Desk (heat@wisconsin.gov or 608-267-3680) for guidance.	<input checked="" type="checkbox"/> WX <input type="checkbox"/> WHEAP
5.1	Technical Specifications/ Requirements	Adding highlighted: Note: Unvented space heaters present a health and safety concern for household occupants. When a contractor or final inspector finds an unvented space heater in a home, the customer shall immediately be encouraged to have the unit removed or disabled. The Weatherization	<input checked="" type="checkbox"/> WX <input type="checkbox"/> WHEAP

Chapter (first mention)	Topic	Revision/Update/Clarification	WX or WHEAP Focus
		Agency shall follow up with an agency-generated letter to the customer notifying them of the hazards and risks involved using an unvented space heater. A copy of the letter shall be included in the customer's file.	
5.2.1.5	Choosing to repair or replace heating systems	Adding highlighted: 5) Prior approval from DEHCR is required before installing any wood burning heating systems using HE+ Furnace Program funds. Contact the HE+ Help Desk (heat@wisconsin.gov or 608-267-3680) before the work is started.	<input checked="" type="checkbox"/> WX <input checked="" type="checkbox"/> WHEAP
5.2.1	Choosing to repair or replace heating systems	Adding highlighted: a. Total repair or replacement costs, including any needed collateral activities, may not exceed the system type repair or replacement limit unless approved by the HE+ Help Desk (heat@wisconsin.gov or 608-267-3680) before the work is started.	<input checked="" type="checkbox"/> WX <input type="checkbox"/> WHEAP
5.2.4.3	Heating System Replacements	Adding highlighted: 3) The existing heating system being replaced shall be removed from the property and disposed of properly. In electric conversions, the Division recommends disconnecting the existing baseboard units at the service panel and leaving them in place.	<input checked="" type="checkbox"/> WX <input type="checkbox"/> WHEAP
5.2.5.1	Additional Guidance on Primary	Clarification: 2) The maximum allowable expenditure for collateral activities associated with a fuel switch project is \$1,500. a. These are costs that are related to fuel switching that are not part of the base bid price for installing a heating system. b. Examples include oil tank capping or removal, gas lines, orifice replacement, and ductwork when needed for electric conversions.	<input checked="" type="checkbox"/> WX <input type="checkbox"/> WHEAP
5.2.6	Heating System Installation Guidelines	Adding highlighted: 5) The local Weatherization Agency, or its inspection subcontractor, shall conduct a final inspection within 2 weeks of installation on all heating system replacements: a. The Weatherization Agency should make at least three documented attempts over a two-week period to arrange for the inspection. b. If the applicant household does not respond or is uncooperative, a letter shall be sent by the Weatherization Agency to the customer indicating the need to set up a final inspection of the installed heating system. The letter shall include all of the following: i. An explanation to the customer that the final inspection is primarily to benefit the household by providing additional assurance that the work met specifications and professional standards.	<input checked="" type="checkbox"/> WX <input type="checkbox"/> WHEAP

Chapter (first mention)	Topic	Revision/Update/Clarification	WX or WHEAP Focus
		<ul style="list-style-type: none"> ii. A specific 10-day deadline for the customer to call the Weatherization agency to schedule the final inspection. iii. Notification that if the customer fails to allow a final inspection future HE+ Furnace Program services may be denied. iv. A copy of the customer's signed HE+ Furnace Program Client Agreement. 	
6	File Documentation	Clarification: Refer to HE+ Program policies (Chapter 2.2.5 of the 2018-2019 Weatherization Program Manual or Chapter 8.5.3 of the FFY 2019 WHEAP Program Manual) to determine the document retention and applicant confidentiality requirements for HE+ Furnace Program files. Documents associated with HE+ Furnace Program referrals originated by the Weatherization Agency shall follow Weatherization record retention policies and HE+ Furnace Program referrals originated by the WHEAP Agency shall follow WHEAP record retention policies. Agencies may retain records in an electronic format to reduce storage space needs.	<input checked="" type="checkbox"/> WX <input checked="" type="checkbox"/> WHEAP
6.2.1.3	WX Agency HE+ Program File Documentation	Clarification: 3) For replacements: <ul style="list-style-type: none"> • Copy of the appropriate heating system checklist fully completed by the contractor. Note: It is the Weatherization Agency's responsibility to ensure the most recent heating system checklist is being used. Check the HE+ website for updated forms. • Copy of the fully completed final inspection report conducted by the Weatherization agency. 	<input checked="" type="checkbox"/> WX <input type="checkbox"/> WHEAP
6.3.1	WHEAP Agency FQA Requirements	Adding highlighted: Reminder: After each completed review, a note shall be entered in the HE+ System furnace notes that identify the case as having undergone a Furnace Program Quality Assurance review.	<input type="checkbox"/> WX <input checked="" type="checkbox"/> WHEAP
6.3.2	WX Agency FQA Requirements	Adding highlighted: For each review period (October to December and January to April) each Weatherization Agency shall evaluate 10 HE+ Furnace Program Files (20 total for the program year). <ul style="list-style-type: none"> • The 10 files shall include a combination of repair and replacement jobs. • Agencies with more than one county/tribe shall include at least one file review from each county/tribe. 	<input checked="" type="checkbox"/> WX <input type="checkbox"/> WHEAP

Chapter (first mention)	Topic	Revision/Update/Clarification	WX or WHEAP Focus
6.3.2	WX Agency FQA Requirements	Adding highlighted: Reminder: After each completed review, a note shall be entered in the HE+ System furnace notes that identify the case as having undergone a Furnace Quality Assurance review and that identifies all pertinent discoveries including the steps that were taken to bring the file into compliance.	
Appx: A	Definitions	Adding highlighted: FUEL TYPE The five most common fuel types that supply heat to home in Wisconsin are: Natural Gas, Propane (LP), Fuel Oil, Electricity and Wood (not pictured). Use the guide below to assist in verifying household fuel type. Electric: Metal baseboards in the rooms of the home may indicate this fuel type. Other fuel sources may sometimes use baseboard systems to distribute heat. Natural Gas: A gray or white meter on the outside of the home or in the basement may indicate this fuel type. Oil: A large tank located in the basement or outside near the home may indicate this fuel type. Propane: A large, oblong cylindrical fuel tank located outside and away from the home may indicate this fuel type.	<input checked="" type="checkbox"/> WX <input checked="" type="checkbox"/> WHEAP
Appx: A	Definitions	Adding highlighted: WEATHERIZATION The improvement of a dwelling unit to reduce energy consumption. It often includes the installation of insulation and replacement or modification of the heating system.	<input checked="" type="checkbox"/> WX <input checked="" type="checkbox"/> WHEAP

Chapter (first mention)	Topic	Revision/Update/Clarification	WX or WHEAP Focus																		
Appx: C	Updated HE+ Furnace Program Customer Agreement	<div><div><div>homeenergy+</div><div>HE+ Furnace Program Customer Agreement</div><table><thead><tr><th colspan="2">Weatherization Agency</th><th colspan="2">Customer</th><th colspan="2">Furnace Contractor</th></tr></thead><tbody><tr><td>Name</td><td></td><td>Name</td><td></td><td>Name</td><td></td></tr><tr><td>Phone</td><td></td><td>Phone</td><td></td><td>Phone</td><td></td></tr></tbody></table></div><div><p>Please check the appropriate response(s), sign and date this form.</p><div><div><input type="checkbox"/> I consent to a heating system replacement. I understand I will be required to surrender my old heating system and allow a Furnace Program staff member to enter my home for a final safety and performance inspection within 2 weeks of installation, or future HE+ Furnace Program services may be denied. If further furnace work is required to comply with safety standards and performance specifications, I agree to allow the contractor to perform the work and a follow-up inspection to take place.</div><div><input type="checkbox"/> I understand that randomly selected customers will also receive a Quality Assurance inspection conducted by the State of Wisconsin, Department of Administration and/or its designated subcontractor. If I am randomly selected, I agree to allow a Quality Assurance inspector to enter my home to conduct the inspection. I understand that this is in addition to the final safety and performance inspection.</div><div><input type="checkbox"/> By accepting this heating system replacement, I further agree to properly maintain the unit as described in the owner's manual. I understand that if maintenance is neglected then future HE+ Furnace Program services may be denied.</div><div><input type="checkbox"/> I understand the Home Energy Plus Furnace Program does not service air conditioners and is not liable for future maintenance and/or operation of air conditioning units.</div><div><input type="checkbox"/> I decline the heating system replacement. (*Please indicate why.)</div></div></div></div>	Weatherization Agency		Customer		Furnace Contractor		Name		Name		Name		Phone		Phone		Phone		<div><input checked="" type="checkbox"/> WX</div> <div><input type="checkbox"/> WHEAP</div>
Weatherization Agency		Customer		Furnace Contractor																	
Name		Name		Name																	
Phone		Phone		Phone																	
Appx. D-2	WX Agency: Receiving and Updating Referrals	<div><div>Adding highlighted:</div><div><div>8) "Furnace Program Status" will default to "In Progress"</div><div><div>a. Change to "Work Complete" if the job is already done and you are either waiting for a final inspection (replacements only) or waiting for the final invoice from the contractor.</div><div><div>Note: "Furnace Program Status" will default from "Work Complete" back to "In Progress" whenever "Update Furnace" is selected. Be sure the correct status is re-entered before clicking "Save".</div><div><div>b. If a Furnace Program replacement fails final inspection, the Weatherization Agency shall change the status from "Work Complete" back to "In Progress" until the rework is complete.</div></div></div></div></div></div>	<div><input checked="" type="checkbox"/> WX</div> <div><input type="checkbox"/> WHEAP</div>																		

Chapter (first mention)	Topic	Revision/Update/Clarification	WX or WHEAP Focus																																																																				
Appx. E-2	Quality Assurance Tool for WX	<div>REVISED:</div> <table><tr><td>HE+Furnace Program Quality Assurance Tool for Weatherization Agencies</td><td colspan="3">WX Agency: Select your agency</td></tr><tr><td></td><td>File 1</td><td>File 2</td><td>File 3</td></tr><tr><td>Customer last name:</td><td></td><td></td><td></td></tr><tr><td>Furnace job number:</td><td></td><td></td><td></td></tr><tr><td>County/Tribe:</td><td></td><td></td><td></td></tr><tr><td>Date of review:</td><td></td><td></td><td></td></tr><tr><td>Initials of person conducting review:</td><td></td><td></td><td></td></tr><tr><td>Initials of person who closed out job:</td><td></td><td></td><td></td></tr><tr><td>Request date:</td><td></td><td></td><td></td></tr><tr><td>Service date:</td><td></td><td></td><td></td></tr><tr><td>Referral type:</td><td>Select one</td><td>Select one</td><td>Select one</td></tr><tr><td>Repair or Replacement:</td><td>Select one</td><td>Select one</td><td>Select one</td></tr><tr><td>File Review</td><td></td><td></td><td></td></tr><tr><td>Assessment completed within 24 hours of referral?</td><td></td><td></td><td></td></tr><tr><td>If no, do system notes explain the delay? (If yes, enter N/A)</td><td></td><td></td><td></td></tr><tr><td>Services completed within 72 hours of referral?</td><td></td><td></td><td></td></tr><tr><td>If no, do system notes explain the delay? (If yes, enter N/A)</td><td></td><td></td><td></td></tr></table>	HE+Furnace Program Quality Assurance Tool for Weatherization Agencies	WX Agency: Select your agency				File 1	File 2	File 3	Customer last name:				Furnace job number:				County/Tribe:				Date of review:				Initials of person conducting review:				Initials of person who closed out job:				Request date:				Service date:				Referral type:	Select one	Select one	Select one	Repair or Replacement:	Select one	Select one	Select one	File Review				Assessment completed within 24 hours of referral?				If no, do system notes explain the delay? (If yes, enter N/A)				Services completed within 72 hours of referral?				If no, do system notes explain the delay? (If yes, enter N/A)				<div><input checked="" type="checkbox"/> WX</div> <div><input type="checkbox"/> WHEAP</div>
HE+Furnace Program Quality Assurance Tool for Weatherization Agencies	WX Agency: Select your agency																																																																						
	File 1	File 2	File 3																																																																				
Customer last name:																																																																							
Furnace job number:																																																																							
County/Tribe:																																																																							
Date of review:																																																																							
Initials of person conducting review:																																																																							
Initials of person who closed out job:																																																																							
Request date:																																																																							
Service date:																																																																							
Referral type:	Select one	Select one	Select one																																																																				
Repair or Replacement:	Select one	Select one	Select one																																																																				
File Review																																																																							
Assessment completed within 24 hours of referral?																																																																							
If no, do system notes explain the delay? (If yes, enter N/A)																																																																							
Services completed within 72 hours of referral?																																																																							
If no, do system notes explain the delay? (If yes, enter N/A)																																																																							
Appx. F	Tribal Attestation of Homeownership	<div>TRIBAL ATTESTATION OF HOMEOWNERSHIP FOR THE WISCONSIN HOME ENERGY ASSISTANCE PROGRAM (WHEAP) <i>This form is to verify ownership of a home (dwelling) located on Tribal land.</i></div> <div><div>Section A: To be completed by WHEAP Agency</div><div>Today's Date: _____ WHEAP Agency: _____</div><div>WHEAP Customer Name: _____ <div>(First Name) (Last Name)</div></div><div>Address of Dwelling on Tribal Land: _____ <div>(Street Address)</div><div>_____ (City) Wisconsin (State)</div></div></div> <div><div>Section B: To be completed by Tribal Representative</div><div>The dwelling located on Tribal Land at the address noted in Section A is owned by:</div><div>Name: _____ <div>(First Name) (Last Name)</div></div><div>The individual named above is responsible for any and all upkeep to the dwelling at the address noted in Section A. This individual also has the authority and responsibility to sanction any repairs necessary to maintain the dwelling, including the repair or replacement of the heating unit.</div><div>I hereby declare that the above information is true and correct to the best of my knowledge and belief. I further acknowledge that I am authorized to verify such statements as true.</div><div><div>Tribal Official Name (please print) _____ Title _____</div><div>Tribal Official Signature _____ Date _____</div><div>Tribal Official Phone Number _____ Tribal Official E-Mail Address _____</div></div></div> <div>10/2018</div>	<div><input checked="" type="checkbox"/> WX</div> <div><input checked="" type="checkbox"/> WHEAP</div>																																																																				